

Hanyang University Medical Center



Blocking 100 Percent of Unauthorized Software with Symantec Solutions

To control the use of unauthorized software and prepare for potential government audits, Hanyang University Medical Center implemented an IT asset management solution from Symantec. The hospital network is now blocking 100 percent of unauthorized software and would not incur any fines or penalties if audited. In addition, HUMC has increased IT asset management efficiency by 83 percent. The hospital network is also using storage management and clustering solutions from Symantec to make storage allocation changes with no downtime and provide high availability for databases used by critical medical applications.

ORGANIZATION PROFILE

Hanyang University Medical Center (HUMC, <http://hmct.hanyang.ac.kr>) has been affiliated with the Hanyang University Medical School in Seoul since 1972. With around 2,800 employees, HUMC serves the people of South Korea through health care services and programs while playing a leading role in the areas of medical practice and research.

INDUSTRY

Healthcare

SOLUTION

IT Service Management

Storage Management

High Availability

“Love in truth and in deed”

As one of Korea’s most respected hospital networks and one of the largest medical service centers in Asia, Hanyang University Medical Center has a reputation to uphold. That reputation is based on medical excellence and an unwavering commitment to the communities it serves, as reflected in its mission statement: Practice love in truth and in deed.

In keeping with this goal, HUMC has provided free medical services in Seoul and in remote areas where medical facilities are not available, offered relief aid to flood-stricken regions, and sent medical teams to Mongolia, Cambodia, and Africa to provide assistance.

HUMC’s commitment to honesty and altruism also extends to the use of unauthorized software at its facilities, which is strictly forbidden. Until recently, however, the medical center’s IT staff had no way of controlling the use of illegal software by its doctors, nurses, and residents.

A fine line

Because HUMC is affiliated with Hanyang University, it qualifies as an educational institution, and certain applications are legal when used for educational purposes. But as soon as those same applications are used for hospital-specific purposes, outside of the educational environment, the use becomes illegal unless additional licenses are purchased.

“We have a unique environment that blurs the lines between educational institution and medical facility,” explains In Nam Hwang, CIO, Hanyang University Medical Center. “In addition to doctors, we have residents and nurses, many of whom are studying for advanced degrees while also working at the hospital. Because of this, we had numerous instances where we found people were using applications in situations that were

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CIO

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technically illegal. We knew we had to find a way to control this use, and also make it impossible for users to install unauthorized software on their computers.”

In addition to a desire to do the right thing, HUMC wished to avoid government penalties that would be imposed if an audit turned up the use of unauthorized software. “If the government software copyright audit team finds any violations, they will report it to the authorities, and penalties can be severe,” says Hwang. “We would be required to purchase the software licenses for every violation they find, reimburse the organization for attorneys’ fees, and pay the government fines, so we’d end up paying three times the amount that it would have cost to buy the licenses in the first place.”

Blocking 100 percent of unauthorized software

To gain control over the use of unauthorized software and visibility into how its IT assets are being used, HUMC evaluated IT service and asset management solutions from Network PC, SBC, and Symantec.

“We had successfully used Symantec products in the past, and when we heard of other organizations’ success with the Altiris® Asset Management Solution™, we decided to deploy it,” says Hwang. “We knew that an audit could come up at any time, so we needed a solution that would let us take control of the situation quickly.”

Local Symantec partner Raewoong assisted with the implementation. “Raewoong did an excellent job evaluating our situation and IT assets, as well as training us to use Altiris effectively,” says Hwang. “We have now completely blocked all instances of unauthorized software and sent the message throughout our organization that we can and will enforce this policy. We also have a clearer idea of how many software licenses we need to buy for various applications.”

SOLUTION AT A GLANCE

Key Challenges

- Block the use and installation of unauthorized software
- Avoid unauthorized software penalties and fines
- Prepare for potential government audit on short notice
- Increase asset management efficiency
- Reduce storage management time
- Maintain high availability for data and medical applications

Solution

IT asset management and storage management solution with clustering

Symantec Products

- Altiris® Asset Management Solution™
- Veritas Storage Foundation™ High Availability (SFHA)

Symantec Services

- Symantec Basic Maintenance Services

Symantec Partners

- Reawoong
- KarmaWorks (<http://www.karmaworks.co.kr>)

Technology Environment

- Applications: Hospital-specific applications such as EMR, OCS, and PACS; ABC cost management software
- Databases: Sybase 12.5 and 15.0, Oracle 9i, Microsoft SQL Server 2005
- Servers: Sun servers running Solaris, HP ProLiant servers running Microsoft Windows Server 2003
- Storage: EMC CLARiiON and Hitachi storage arrays
- Tape library: Sun StorageTek 180

Business Results

- Blocking 100% of unauthorized software usage
- Avoiding government fines and penalties
- Prepared for surprise audits
- 83% increase in IT asset management efficiency
- Able to add and allocate storage with no downtime
- 100% availability to date for critical medical applications

Increasing asset management efficiency by 83 percent

HUMC now has much better control over its 1,100 PCs in Seoul and 600 PCs at the local medical center it maintains in Guri. “There are so many assets that come in and go out that previously, it was difficult to keep track of them all,” says Hwang. “Since we installed the Altiris Asset Management Solution, we are able to track all of our IT assets by client, operating system, CPU, hardware specifications, and client installed hardware.”

Keeping track of these assets used to take IT staff around nine hours a week at each location—a total of 18 hours each week. “Using Altiris, we’ve reduced 18 hours of staff time spent managing our IT assets each week to a maximum of three hours per week,” says Hwang.

Zero downtime

Since 2005, HUMC has been using Veritas Storage Foundation™ High Availability to manage its heterogeneous storage environment and provide high availability for its Oracle and Sybase databases. “Veritas Storage Foundation High Availability is an essential part of our IT infrastructure,” says Hwang. “It allows us to grow storage and make allocation changes on the fly. We have performed Storage allocation about eight times a year at regular intervals, and Storage Foundation allows us to do this without any downtime.”

Storage Foundation High Availability includes Veritas™ Cluster Server, which HUMC uses to manage a total of six local, active-passive high availability clusters—three in Seoul and three in Guri. The Veritas Cluster Server management console allows IT staff to administer multiple clusters through one centralized interface, saving management time. “We now use Veritas Cluster Server to provide high availability for all our critical medical applications, and we’ve never had any downtime,” says Hwang.

Symantec partners Raewoong and KarmaWorks provide Symantec Basic Maintenance Services for Altiris Asset Management Solution and Veritas Storage Foundation High Availability, respectively.

A successful relationship

In the future, HUMC is considering implementing Symantec™ Endpoint Virtualization Suite (formerly known as Altiris Software Virtualization Suite Professional) with Symantec Workspace Streaming to optimize license costs by delivering applications on-demand to physical and virtual endpoints.

“Symantec products contribute greatly to the success of our company,” Hwang concludes. “In a sense, Veritas and Altiris solutions are responsible for the reliability of our servers, data, and the expandability of our assets. We look forward to continuing our relationship with Symantec.”